Genesys Certified Professional 8
Outbound Voice 8 Consultant
(GCP8 - COV)

Exam Code: 808
Product Supported: This exam supports Genesys Outbound Voice software version 8.x. Candidates using an earlier version of Inbound Voice are advised to contact their local Genesys Training Center before registering for this exam.

Type of Exam: Multiple choice, multiple select questions and fill-in-the-blank
Certification Level: Professional level
Length: 80 questions (80 points possible)
Passing Score: 70% correct (56 points = 70%)
Exam Language: English-only
Timing: 808: The exam is timed for 100 minutes.
808e: The exam is timed for 120 minutes for non-English speaking candidates

Exam Location: Kryterion online or exam testing centers worldwide
Genesys certification exams can be taken on your own online or scheduled at one of 750 Kryterion test centers worldwide, providing you with two convenient means of getting certified at your own time and location.

IMPORTANT: If you are taking the exam online, please download and read the proctored online exam setup and requirements.

Exam Price: Check with Genesys University Training Registration for current price information. Prices may vary depending on country where exam will be delivered. You will need to obtain an exam voucher code which will be used during the payment process. Check if your company has prepaid your exam fees or if your company qualifies for exam discounts.

Exam Registration: Exam candidates must first contact their local Genesys Training Center before registering for an exam. The Genesys Training Coordinator will collect your exam fees and give you a certification voucher code to use when registering for your exam.

You will be asked to log-in or complete a profile for a New User. You may select a date, time and location for your exam. Use the exam voucher number in the field Promotion Code during exam registration. Be sure to check the expiration date of your exam voucher code.

Exam Reschedule: If you need to reschedule your exam, please do so no less than 72 hours from the scheduled date and time in your region. Penalty fees will incur for exams rescheduled less than 3 days before the scheduled date and time.

Canceling Exam: You can cancel your scheduled exam however, please keep in mind that the voucher number is for one-time use. You will not be able to use the same voucher number if you schedule an exam after you cancel a prior appointment. You will need to contact Genesys Training for a replacement voucher. All voucher numbers are tracked and monitored.

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You will be asked to log-in or complete a profile for a New User. You may select a date, time and location for your exam. You should enter the exam voucher code when you complete your Payment Information during exam registration. Be sure to check the expiration date of your exam voucher code.

**Eligibility and Target Audience**

The Genesys Certified Professional (GCP) program is open to current Genesys customers, partners and employees only. Passing the exam is only one part of the certification process. Genesys will need to verify that you are eligible for Genesys Certification before we can issue you a certificate and recognize your status as a Genesys Certified Professional. If you have any questions regarding your eligibility, please contact your local Genesys University training center.

The GCP8 System Consultant for Outbound Voice (GCP8-COV) certification validates the candidate’s comprehensive understanding of the installation and configuration of the Genesys Outbound Contact Solution 8. A Genesys Certified Professional – System Consultant for Outbound Voice 8 is recognized as having achieved a foundation knowledge in implementation procedures, planning a deployment, configuring outbound campaign objects, running and monitoring a campaign using Genesys Administrator, deploying Media Server, and performing basic troubleshooting and maintenance of Genesys Outbound Contact Solution.

**Target Audience**

System Consultants who perform as system administrators, solution integrators, and any other technical role involved in planning, installation, configuration, monitoring and maintenance of Genesys Outbound Contact 8 solutions.

**Preparing for the Exam**

Genesys University highly recommends that candidates seeking certification follow the certification preparatory track. The preparatory track, coupled with hands-on experience will increase the probability of passing the exam. You are not required, however, to complete the training courses prior to taking the certification exam. If you feel you have considerable, real-world experience using Genesys Outbound Contact 8 products, then you may register and take the exam at any time.

In either case, Genesys University encourages you to review the materials described in this study guide to help you prepare for the GCP8 – COV exam.

**Recommended Training Courses**

- Framework 8 Foundation (FWK8-FND)
- Outbound Contact 8.1 Foundation (OCC81-FND)
- Outbound Contact 8.1 Usage (OCC81-USE)
- Framework 8 Deployment (FWK8-DPL)
- Outbound Contact 8.1 Deployment (OCC81-DPL)

**Course Descriptions**

- “Framework 8 Foundation” (FWK 8-FND) – 1 day
  - Provides an introduction to the technical architecture of the Framework 8 including CIM Platform, Configuration Layer, User Interaction Layer, Management Layer, Media Layer, Contact Center Objects, and Interaction Flows
  - Prerequisites are: Working knowledge of MS Windows Platform and knowledge of basic telephony concepts.
- “Outbound Contact 8 Foundation” (OCC81-FND) – 1 day
Provides a high-level technical and functional understanding of Outbound Contact 8 Solution features including how to use Genesys Administrator 8 to configure and monitor campaigns.

Prerequisites are: “Framework 8-FND” (FWK8-FND)

Operating Outbound Contact 8.1 Usage (OCC81-USE) – 2 days

Usage introduces the Genesys Outbound Contact solution tools needed to create, run and monitor Outbound Campaigns in the contact center.

Prerequisites are: “Outbound Contact 8 Foundation” (OCC81-FND)

Framework 8 Deployment” (FWK 8-DPL) – 4 days

Provides an introduction to the technical architecture of the Framework 8 including CIM Platform, Configuration Layer, User Interaction Layer, Management Layer, Media Layer, Contact Center Objects, and Interaction Flows.

Prerequisites are: Enterprise-level system installation or integration experience. Familiarity with an enterprise-level Database Management System.

Outbound Contact 8 Deployment” (OCC8-DPL) – 2 days

Covers technical architecture, deployment planning, installing, configuring and basic troubleshooting of a Genesys Outbound 8 Contact Solution (OCS 8).

Prerequisites for OCC8-DPL are:
- “Framework 8 Foundation” (FWK 8-FND)
- “Framework 8 Deployment” (FWK 8-DPL)
- “Outbound Contact 8 Foundation” (OCC81-FND)
- “Outbound Contact 8.1 Usage (OCC81-USE)

Reference Materials Available

Your training course materials are an excellent source of information for exam review. Other Genesys reference materials you can use for exam preparation are available from the Genesys website:

Genesys Tech Support Website: http://docs.genesys.com/Documentation
- Select Documentation and search by product and major release
- Genesys Outbound Contact 8 Deployment Guide 8.x is especially useful to prepare for this exam

Exam Study Topics

GCP8 - COV Exam Topic Categories

The GCP8 - COV exam topics are organized into six topic categories with descriptions of the corresponding knowledge and skill sets that represent the tasks required by a System Consultant when installing, implementing and supporting a Genesys Outbound Contact 8 Solution. These knowledge and skill sets might be obtained from the recommended training courses, Transfer of Information (TOI) presentations, a sales presentation, reading technical documentation or working with Outbound Contact 8 Solution at a foundation level.

1. Product Overview and General Architecture

Demonstrate an understanding of the overview of Outbound Contact Technology

- Outbound Contact Technology
  - Basics of using Outbound Calling in contact centers
- Genesys Outbound Contact
  - Understand Genesys Outbound Contact terms
  - Benefits of Outbound Contact
- Product Overview and General Architecture
  - Overview of Genesys Outbound Architecture
2. Business and Deployment Planning
Demonstrate the ability to take the project from business planning into a more technical/logistical phase. With these skills a consultant could identify specifics for hardware needs such as: operating system software, databases, and locations for installation.
- Key features of a Genesys Outbound Solution
- Overview of Genesys Outbound Solution deployment planning
- Outbound Contact deployment considerations
  - Interoperability conditions
  - Outbound Configuration objects
  - Describe Call Progress Detection options
- Outbound Contact Integrations
  - How Outbound Contact Server and Universal Routing Server work together
  - How Agent Groups assigned to multiple campaigns work
  - Describe Proactive Contact with Genesys Voice Platform 8 and Outbound Contact Solution
  - How Outbound Contact Server works with Genesys Voice Platform
  - Integration limitations
- Describe how Outbound Contact can be used in a multi-site contact center

3. Outbound Contact Deployment
Demonstrate the understanding of how to perform an installation which includes the ability to test the components of the Outbound Contact deployment.
- Installing Outbound Contact
  - Steps necessary to install and configure components of Outbound Contact
  - Install and configure Outbound Contact Server
  - Configure Outbound Contact for real-time campaign monitoring
- List the steps to configure an campaign to test and validate deployment
- List the steps to install and configure Call Progress Detection Server
  - How to configure CPD server to use Dialogic TDM boards and Host Media Processing (HMP)

4. Configuration of Outbound Contact
Demonstrate the knowledge of how to create Outbound Solutions, understanding of Interaction Flows, and configuration options.
- Create Outbound Solution
  - Explain solution management
  - Create and start an Outbound Solution
  - Outbound-related configuration options
- Configure Outbound Contact for a multi-site contact center
- Explain how Outbound Contact works in a simple blended environment
- Describe outbound-related configuration options
  - Describe the configuration options available for Do Not Call compliance
  - Identify the order of precedence for Outbound configuration options
- How High Availability configurations affect Outbound Contact
  - Implement a warm standby Outbound Contact Server
- Describe how to configure Outbound Contact with Interaction Server or Genesys Voice Platform for Proactive Contact

5. Using Outbound Contact
Demonstrate an understanding of how to use Outbound Voice to manage campaigns, filter data and import data.
• Describe how to use a Desktop to manage campaigns
• Describe the steps to run and control campaigns manually
• Describe how to configure a campaign sequence
• Identify the two types of calling list filters: Viewing and Dialing Filters
• Create and apply Viewing Filters
• Create and apply Dialing Filters
• Describe what Treatments are and the two types of treatments available
  o Describe what the Treatment Object is and how to configure a treatment sequence
  o Describe Advanced (SCXML) Treatments

6. Monitoring Outbound Voice
Demonstrate the ability to identify, diagnose, and validate installation and configuration when deploying a Genesys Outbound Solution. Also demonstrate the ability to resolve problems with Genesys components in production. This differs from “Installation validation” in that it may show the deeper and/or broader understanding of Genesys Outbound Voice that comes with working with the product six months or more.

• Overview of Outbound monitoring methods
  o How Outbound Contact manages a typical interaction
  o How objects are monitored by Outbound Contact Server
  o Use Genesys reporting to view results of Outbound campaigns
  o Create alarms for Outbound Contact

• Read Outbound Contact Server Logs
  o Describe and use the audit and request logs
  o Trace an Outbound interaction through the log files

• Describe how to monitor messages
  o Identify the event and request messages involved in every outbound call
  o Monitor the Configuration to Check for errors

How Do I Know What to Study?

The exam includes questions from all the topic areas. Some topics have more questions presented than others. Review the GCP8-COV Exam Study Topics using your Genesys Training Course materials or the Genesys Outbound Contact Server 8.0 Deployment Guide.
Genesys Certification Registration

**Step 1:** Obtain your exam voucher code by contacting your local Genesys University Training Registration representative. A sample voucher code attached to a confirmation email is shown below.

**Step 2:** Visit the Genesys Certification Registration website Create a new profile and register to schedule your exam.

**Step 3:** During checkout, enter the voucher code in the field Promotion Code.
SAMPLE QUESTIONS

The sample questions below are additional questions that have not been used in the actual exam, but are representative of typical questions that an exam candidate may face.

1. What is an internal counter that is used when OCS performs with Power GVP or Push Preview modes and determines the number of records to keep in the dialers queue?
   a. IVR Profile
   b. Maximum Queue Size
   c. Number of Channels

2. What is the dialing engine of Outbound Contact?
   a. Call Progress Detection Server
   b. Outbound Contact Manager
   c. Outbound Contact Server
   d. Dialogic Server

3. Which dialing modes within Outbound do NOT require a Genesys Outbound license? (Choose 2)
   a. Progressive
   b. Push Preview
   c. Preview
   d. Predictive

4. How many Dialogic ports does Active Switch Matrix dialing require? _______

5. OCS 8.x supports communication with Clients using HTTP requests/responses. True or False

6. OCS 8.x supports agent assignment in multiple campaigns for Transfer, and ASM mode. True or False

7. Which of the following Databases are NOT supported for the Genesys Outbound Dial List Database?
   a. Oracle
   b. MS SQL Server
   c. MySQL
   d. DB2

8. Genesys provides which of the following reporting or monitoring tools for Outbound?
   a. CCPulse+
   b. Audit logs
   c. OCM
   d. All of the above

9. Which of the following components are required in order to use SCXML based treatments?
   a. Application Server
   b. OCS
   c. All of the above
10. When a record is retrieved from the database by Outbound Contact Server (OCS), ________ is assigned to reference the record in the memory of the OCS.
   a. Record_Type
   b. Chain ID
   c. Record Handle
   d. Record Status

11. What can impact the deployment and configuration of Genesys Outbound?
   a. Telemarketing regulations
   b. Social media
   c. Telecommunication carriers

12. Which logs tracks each dial made and can be used to prove compliance? (Choose 3)
   a. Record History Logs
   b. Audit logs in Genesys Administrator
   c. Extended Audit trail log
   d. T-Server logs
   e. OCS logs
   f. Request log

13. Based on the log shown, what action has been performed in OCM?

   a. 18
   b. 10
   c. 8
   d. 2

14. From where can the Extended Audit Trail log option be set?
   a. campaign level
   b. calling list level
   c. OCS application level
   d. Campaign Agent group level

15. Which of the following identifies the maximum number of CPD channels (or CPD ports), that a Campaign Group can use to place calls. This max number is used in: Progressive, Predictive, Progressive with seizing, Predictive with seizing, and Progressive GVP dialing modes?
   a. IVR Profile
   b. Maximum Queue Size
   c. Number of Channels
Answers to Sample Questions

1. B
2. C
3. BD
4. 2
5. T
6. T
7. C
8. D
9. C
10. C
11. A
12. ACF
13. D
14. C
15. C

For more information about Genesys Certification, please contact your local Genesys University training center or click here:
http://www.genesyslab.com/about/training/certification_programs.asp